

# **Washington State Department of Transportation Title VI Plan**

## **FFY 2011 Accomplishments and Update Report**

### **Introduction**

This report supplements the Washington State Department of Transportation (WSDOT) Title VI Plan and provides information on the accomplishments by the WSDOT Federal Highway Administration (FHWA) funded programs for FFY 2011.

### **I. Title VI Policy Statement**

*The Secretary of Transportation issued a policy statement in April 2008. Similar to earlier policy statements, it provides assurances for the following:*

The Washington State Department of Transportation assures that no person shall, on the grounds of race, color, religion, sex, national origin, disability or income status as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. WSDOT further assures every effort will be made to ensure non- discrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

In the event WSDOT distributes federal aid funds to another governmental entity, WSDOT will include Title VI language in all written agreements and will monitor for compliance. Executive Order 12898 on Environmental Justice (EJ) requires WSDOT to adhere to the provisions of Title VI and the National Environmental Policy Act of 1969 in order to avoid, minimize or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations. Executive Order 13166 on Limited English Proficiency (LEP) is directed at implementing the protections afforded by Title VI of the Civil Rights Act of 1964 and related regulations. Accordingly, it prohibits recipients of federal financial assistance from discriminating based on national origin by failing to provide meaningful access to services to individuals who have limited English proficiency.

WSDOT's Office of Equal Opportunity (OEO) is responsible for initiating and monitoring Title VI, Environmental Justice (EJ) and Limited English Proficiency (LEP) compliance activities, preparing required reports and other WSDOT responsibilities as required by 49 Code of Federal Regulations Part 21.

## II. Title VI Compliance and Monitoring Responsibilities

The Title VI Coordinator is the Director of the WSDOT Office of Equal Opportunity and is responsible for reviewing WSDOT's internal programs, policies, and practices for Title VI compliance. The Title VI Coordinator is responsible for sub-recipients as well, including Metropolitan Planning Organizations (MPOs), Regional Transportation Planning Organizations (RTPOs), and all recipients of funds through WSDOT, whatever the source. The Title VI Coordinator has developed a tracking system to better monitor sub-recipients' Title VI compliance reviews, Title VI Plan and Annual Accomplishment and Update Report approvals, denials, and due dates. Special emphasis program areas coordinate Title VI monitoring, compliance and reporting responsibilities through the Title VI Coordinator.

WSDOT Title VI Special Emphasis Program Liaisons: In 2011, WSDOT Title VI Liaisons participated in quarterly meetings to better promote Title VI throughout WSDOT. There were two Title VI Quarterly Liaison Meetings held during this reporting period, on May 26<sup>th</sup> and August 31<sup>st</sup>.

The following lists the Title VI Special Emphasis Program Liaisons and the departments they work for throughout WSDOT:

1.	Baroga, Rico	x 7864	Maintenance
2.	Colburn, Kimberly	x 7438	Communications
3.	Carlile, Tim	x 7975	Research & Library Services
4.	Cotton, Megan	x 7025	Tribal Liaison
5.	Davis, David	x 6723	Purchasing
6.	De Ste. Croix, Barbara	x 7251	Design / Location
7.	Gasche, Danny	x 6970	Construction
8.	Hotsko, Teri	x 7918	Planning
9.	Lassiter, Queniya	x7062	Education / Training
10.	McGuigan, Tim	x 3601	Washington State Ferries
11.	McGuill, Kristy	x 7914	Public Transportation
12.	Miller, Don	x 6852	Right-of-Way
13.	Mounts, Dave	x 7380	Highways & Local Programs
14.	Mouton, Michell	206-464-1249	Toll Division
15.	Nausley, Dianna	x 7329	Real Estate Services Office
16.	Phinney, Elizabeth	x 7902	Rail
17.	Regan, Chris	x 7492	Environmental
18.	Schofield, Larry	x 6953	Consultant Services
19.	Smith, Teresa	206-464-1282	Transit Mobility

## **Title VI Complaints**

- 1) **How many received?** In October 2010, a Title VI complaint was forwarded to WSDOT by the Spokane Regional Transportation Council (SRTC). Prior to OEO's receipt of this complaint, the complainant had been in contact with SRTC, FHWA Spokane Region Engineering representative and WSDOT's Eastern Region NSC Project Engineer and requested a report on her complaint. The issue was that she was deprived of pedestrian access to a road due to WSDOT's NSC construction and consequently, was not able to appear in court for a divorce hearing.
- 2) **How were they handled/resolved?** After reviewing the details of the complaint, visiting the work site and the fact that there is a parallel street (less than half a block and closer to her residence) designated as an alternate route, it was determined that the issue does not fall under Title VI. . The facts of this matter showed this to be an access issue (better handled under the Americans with Disabilities Act) than a Title VI issue.
- 3) **Who handles/resolves complaints?** WSDOT Title VI staff receives complaints and make the determination if the alleged act rises to the level of a Title VI complaint. The ECRB Manager makes the final determination as to whether a complaint meets the required elements of a Title VI complaint.
- 4) **Is there a complaint procedure?** Yes, please see Attachment A.
- 5) **How is complaint procedure disseminated?** Once the attached Title VI Plan is approved, WSDOT OEO will create a distribution plan to announce the existence of the new plan. This will include the WSDOT OEO website as well. The Local Agency Guidelines (LAG) Manual will also reflect the revised plan and assist in disseminating the complaint procedures. WSDOT Title VI staff currently emphasizes the complaint process in all of its Title VI trainings and program documents/brochures. The Title VI complaint procedure is our website and in the brochures we hand out at numerous WSDOT functions and outreach activities.
- 6) **How are complaints tracked/reported?** During technical assistance visits, on-site visits, and in the Title VI Plan Annual Updates or Non Discrimination Annual Updates, WSDOT asks sub-recipients if there were any complaints received, the nature of the complaint, the status of the complaint and how it was resolved. The information required on the annual report forms includes the following:
  - i) Did the sub-recipient have any investigation, lawsuit, or complaint?
  - ii) Date of investigation, lawsuit, or complaint was filed
  - iii) A summary of the allegation(s)
  - iv) The status of the investigation, lawsuit or complaint

- v) Actions taken by the sub-recipient in response to the investigation, lawsuit, or complaint.

This will allow the information to be entered into the OEO complaint tracking system.

### **III. Organization and Staffing**

The Title VI Coordinator is the Director of the WSDOT Office of Equal Opportunity, who reports directly to the Secretary of Transportation. Greg Bell is the External Civil Rights Branch (ECRB) Manager and reports directly to the OEO Director. George Laue and Jonté Sulton handle the day to day operations of the state's Title VI program under the direction of the ECRB Manager. George Laue is the Title VI Coordinator for Eastern Washington and Jonté Sulton, the Title VI Coordinator for Western Washington. Additionally, Norma Chavez (DMWBE Contract Compliance Officer) and the ECRB staff assist with the WSDOT Title VI efforts as needed. See Attachment B for the Table of Organization.

#### **1. Organization and Staffing Changes**

- a. Jonté Sulton was promoted on March 1, 2011 as the Western Washington Title VI Coordinator.
- b. On April 1, 2011, the Internal Civil Rights Branch (ICRB) which is charged with ensuring that the agency's facilities, programs, services, and workplace are free from sexual harassment and discrimination on the basis of race, creed, color, national origin, sex, sexual orientation, military/veteran status, or the presence of any sensory, mental, or physical disability in accordance with agency policy, state and federal law, was moved to the Office of Human Resources (OHR).

### **IV. FY 2011 Accomplishments**

#### **A. Office of Equal Opportunity**

##### **October 2010:**

- On October 21st, DMWBE Staff met with SR 520 Bridge Replacement and Pontoons staff regarding the DBE outreach and networking the firm is performing.
- Several OEO staff attended the Tribal/State Transportation Conference on October 12th through the 14<sup>th</sup>.

##### **November 2010:**

- On November 12<sup>th</sup>, WSDOT OEO met with King County, City of Seattle, Port of Seattle and Sound Transit to discuss conducting a multi-jurisdictional Disparity Study.

- WSDOT OEO held the fifth (5<sup>th</sup>) DBE Community Roundtable in Seattle on November 2, 2010. This event was attended by approximately fifty (50) individuals, representing firms, and community and labor organizations. Presenters included staff from the Federal Highway Administration, HQ Construction, WSDOT OEO, Small Business Transportation Resource Center, SR 520 Program and AWW Program staff. Areas of concern remained similar to previous events (i.e. lack of opportunities for consultants, lack of participation on design-builds and disingenuous interest from prime contractors, etc.) The Title VI Program has been discussed at each of these meetings to ensure that DBE firms are aware of their rights and responsibilities.
- Performed an in-service training on November 4, 2010 during the OEO All Staff Meeting Regarding DBE Support Services and the various methods ECRB uses to increase highway-related DBEs construction and consulting contracts with WSDOT. An explanation was given concerning the internal aspects of DBE Support Services (e.g. ordering plans/specifications free of charge, hosting and attending outreach and training events, etc.) as well as administering the external portions of the program (e.g. contract administration, billing review, reporting requirements, etc).
- On November 19<sup>th</sup>, WSDOT OEO and SR 520 Bridge Replacement and Pontoons staff, Kiewit-General Joint Venture met to discuss three issues:
  - If a firm was certified after they were awarded a contract on design-build project would they count towards condition of award and at what point (i.e. at contract award, once they were certified, at all, etc.)
  - Lack of participation at the DBE outreach event sponsored by Kiewit-General for the Pontoons project, ten (10) firms registered and five (5) firms attended.
  - Lack of response and interest from DBEs to participate on the pontoons project.

HQ Construction and WSDOT OEO noted they would be providing a written response to Kiewit-General in the future regarding the above items.

#### **December 2010:**

- Per Executive Management, OEO started adding all non-highway related DBEs to the DBE Resource Directory. There are currently over 600 firms on the list and the list has been cross-referenced against OMWBE's UCP DBE Directory. We continue to update the list on a weekly basis.
- Submitted the following reports to FHWA:
  - FHWA End of Month Report

This is a federally required Monthly Corrective Action Plan which outlines progress and steps WSDOT is taking to attain its overall DBE Goal. The items noted for improvement were the Individual DBE Goal Setting Methodology, Unified Certification Program, conducting an updated Disparity Study, and increasing the effectiveness of the DBE Support Services Program. Actions taken during the month of December were noted within this report.

- FFY 2011 1<sup>st</sup> Quarter Contract Goal Set Report

This is a FHWA Stewardship Agreement Report. It contains information on DBE Participation (commitments and payments), contract goal set challenges, Good Faith Effort Reviews, Condition of Award Bids Considered Non-Responsive, Reconsideration Hearings, DBE Condition of Award Change Orders, Complaints (i.e. certification, fraud and abuse, etc.) and Approved Manufacturers and Regular Dealers.

- Teleconference with SR 520 Staff and the Northwest Region Consulting Services Office Liaison regarding the structure of the DBE SS Program with AWV and SR 520 Program Staff. AWV and SR 520 Program Staff will be handling the daily administration (Task Orders, Billings, etc.) for their offices while DMWBE staff will be handling the Master Agreement and Task Orders for OEO. As a note, the CDCC submitted an imbalanced rate letter; the amounts noted in the letter to the Consulting Services Office were nearly twice the rate of the amounts submitted within the RFQ.
- Finalized and submitted to the Consulting Services Office the Scope of Work for the Master Agreement for the new DBE SS Task Order contract. Drafted a Separation of Duties chart for the DBE SS Providers; outlining the separate responsibilities for each consultant under the DBE SS Program.
- December 8th, 2010, WSDOT OEO Staff met with the Northwest Minority Supplier Diversity Council President and approximately fifteen (15) minority businesses and discussed various elements of the DBE SS Program. Information was presented to firms on how to do business with WSDOT (i.e. Consulting Services, Ad & Award, Small Works Rosters Application Process, etc.) and the services provided under the DBE SS Program (i.e. free plans and specifications, individual business assistance provided by the CDCC, free access to the Daily Journal of Commerce, etc). This meeting was well received by the minority businesses. WSDOT and the Northwest Minority Supplier Diversity Council decided to continue hosting meetings of this nature with various business owners to discuss their ideas and concerns.

**January 2011:**

- Prepared and submitted the following reports to FHWA: 1<sup>st</sup> quarter DBE Contract Goals Report; 1<sup>st</sup> quarter DBE Certification Report; 1<sup>st</sup> quarter DBE/SS Report and FHWA Overall Annual Goal Monthly Attainment Report.
- On January 1, 2011, OEO met with FHWA and the Consulting Services Office (CSO) to finalize the DBE Professional Services goal setting methodology.

**February 2011:**

- Continued working with CSO officials to develop goals on CSO contracts to increase the utilization of DBE professionals.
- Began preliminary plans for the statewide civil rights training involving OEO, FHWA, FTA, Construction, H&LP, OMWBE, OFCCP, OIG et al.
- Worked with the CDCC to provide WSDOT assistance in finding minority/women owned firms to become DBEs to assist on our mega projects.
- Worked with OMWBE to increase UCP effectiveness.
- Completed the DBE and OJT Support Services funding requests

**March 2011:**

- On March 10th, WSDOT attended the 2011 Alliance Northwest Conference, an event hosted by the Washington State Procurement and Technical Assistance Center. This conference is very similar to the Regional Contracting Forum; however multiple federal government and private are invited to attend as exhibitors. This year, WSDOT was represented by OEO and the Purchasing and Material Management and Information Technology and Administrative Services Office. During both the Regional Contracting Forum and Alliance Northwest Conference, WSDOT OEO distributed and discussed information regarding the DBE Program within WSDOT, On-the-Job Training Support Services, Equal Employment Opportunity Program, Title VI, DBE Support Services and Certification Programs.
- On March 30th, WSDOT/OEO co-hosted the Annual Regional Contracting Forum. This event is a reverse trade show is designed to provide minority and women and owned businesses direct access to regional contracting representatives in a semi-structured setting. Representatives from local, state, and county jurisdictions are available to one-on-one with event attendees. Also, agency representatives give presentations that outline upcoming contracting opportunities and how small businesses can bid and compete for those opportunities. Business resource organizations are also on hand to provide attendees with assistance and information to help their businesses grow. Regional Contracting Forum Planning Committee Meetings occurred on March 2, 9, 16, and 23, 2011. Approximately one thousand (1,000) individuals attended this event. At the 2011 Regional Contracting Forum, WSDOT was represented by OEO, Consulting Services Office, Purchasing

and Material Management and Information Technology and Administrative Services Office, SR 520 Program, Alaskan Way Viaduct Program and the Washington State Ferries Division.

**April 2011:**

- On April 26th, WSDOT OEO attended the Supplier Best Practices Summit. This event is attended by procurement and contracting officials from various public and private entities in the Northwest (e.g. Washington State Department of General Administration, Boeing, City of Seattle, Nordstrom's, etc). Topics of discussion included the Future of Supplier Diversity, technology versus data, updated tools, Supplier Development and professional development certification. These meetings are beneficial to WSDOT/OEO in developing new outreach and inclusion methods for DBEs.

**May 2011:**

- Staff participated in an on-site visit to the Snohomish County Public Works Department. During this session a discussion took place about the possibility of having Title VI training for all the municipalities within Snohomish County including their contractors. Snohomish County would sponsor this event.
- Staff participated in Title VI training conducted by Jodi Peterson from FHWA.
- On May 13th, WSDOT OEO Staff attended a City of Seattle Meet & Greet. This meeting consisted of presentations from DBEs marketing their firm's capabilities, and a networking session. This event was attended by over twenty (20) DBEs who had one-on-one time to speak directly with City of Seattle and WSDOT Staff.
- On May 19th, the OEO Director attended the Statewide Regional Administrators Meeting in Spokane County. This meeting included a DBE Program update to all WSDOT Regional Administrators. At this meeting the following issues were discussed:
  - New DBE Program Participation Plan;
  - New General Special Provision;
  - New WSDOT DBE Directory;
  - New Individual Contract Goal Setting Methodology;
  - Commercially Useful Function Reviews; and
  - DBE Support Services Program Update.
- On May 20th, the OEO Director and ECRB manager attended the 2011 Washington Asphalt Paving Association Mid-Year Meeting in Coeur 'd' Alene Idaho. A joint presentation was given from WSDOT, OEO and Headquarters Construction regarding the DBE Program and upcoming changes (similar to the items noted above).

**June 2011:**



- On June 1st, WSDOT OEO held a DBE Goal Development Conference & Webinar. The purpose of this conference was to explain the Overall DBE Goal setting process and obtain comments and recommendations from the public. The Goal Development Conference & Webinar was attended by DBEs, non-DBEs, and Community (i.e. the Washington Chapter of the National Association of Minority Contractors, OMWBE and the Minority Business Enterprise Center) and Trade Based Organizations (i.e. Washington Asphalt Paving Association and the Local Laborers 440). WSDOT is also working on the preliminary efforts to host the public outreach event required by 49 CFR § 26.45 and is discussing hosting a webinar for individuals who cannot attend the public meeting.
- On June 2nd, the OEO Director and ECRB Manager attended the National Association of Minority Contractors Washington Chapter Monthly Meeting. At this meeting, upcoming opportunities, how to do business with WSDOT, and DBE /SS available to firms were discussed. OEO will also participate in the July 7<sup>th</sup> meeting to discuss plans to conduct a new disparity study.
- On June 7th, WSDOT OEO Staff attended the Seattle Tunnel Partners (STP) DBE Informational Meeting & Workshop. During this meeting an overview of the Alaskan Way Viaduct Project Replacement was presented. STP informed attendees on how to navigate the design-build subcontractor solicitation process, DBE participation requirements, and available opportunities (i.e. sub-consulting, subcontracting, supplies, etc.). The following presentations were also given:
  - The Office of Minority and Women's Business Enterprises gave a presentation regarding the benefits of certification;
  - The US Small Business Administration hosted a Lending Workshop; and
  - The Native American Procurement and Technical Assistance Center hosted a Public Contracting Workshop.
- On June 8th, the WSDOT OEO Director attended the Washington State General Administration's Eastside Vendor Education Seminar held in Spokane where she participated as a panelist on the Supplier Diversity Panel. The Director discussed WSDOT's implementation of the DBE Program, services available to firms and the benefits of certification. Multiple one-on-one discussions were had with firms in the Spokane area about how to access DBE Support Services assistance. The Seattle Business Assistance Center, our DBE Support Services consultant, was on hand at the event as well.
- On June 9th, the WSDOT OEO Director also attended the Seattle Business Assistance Center's Blueprinting Your Success Outreach Event in Spokane, Washington. The intent of the event was to increase DBE participation in Eastern Washington and to ensure that DBEs and firms interested in becoming DBEs are aware of the support services available. The event included presentations and information on DBE/SS program objectives, doing business

with WSDOT, DBE certification, how to request one-on-one counseling, USDOT's Short-Term Lending Program and upcoming Eastern Washington Projects.

- On June 27th, WSDOT OEO Staff attended the Northwest Minority Supplier Development Council's 2011 Business Conference and Opportunity Fair. This event is designed to facilitate relationships between Council Organizations and certified Minority Business Enterprises. The event also provides educational (i.e. training) and networking opportunities.
- To best ensure DBEs and non-DBEs are kept as up-to-date as possible of upcoming changes in the administration of the DBE Program, General Special Provisions, and contract special provisions, WSDOT Construction and OEO hosted DBE Specification Training sessions on June 21st in Fife, June 23rd in Vancouver and June 28th in Spokane. The PowerPoint presentation was posted on the Office of Minority and Women's Business Enterprises and WSDOT websites.

#### **July 2011:**

- On July 1st, the OEO Director participated in a conference call with the National Association of State Minority, Women and Disadvantaged Business Enterprise Directors. This national association presents opportunities for States to collaborate and share best practices. The Association was formed primarily to discuss policy and programmatic issues relative to the M/WBE and DBE Program. The Director serves on the Board of Directors with many of her counterparts from other state transportation agencies.
- On July 7th, the OEO Director along with the External Civil Rights Branch Manager attended the Washington Chapter of the National Association of Minority Contractors Monthly Meeting. During this event, upcoming opportunities, how to bid on WSDOT projects, overall DBE Goal versus attainment, the upcoming Disparity Study, changes to the DBE Program and other issues relative to the DBE Program were discussed.
- On July 14<sup>th</sup> attended a meeting with Percy Jones, Title VI Coordinator for the City of Tacoma regarding their Title VI program and plan. Discussed ways that WSDOT could provide service and assistance to the City of Tacoma through training and information sharing.

#### **August 2011:**

- On August 23rd, the OEO Director attended the USDOT's Northwest Small Business Transportation Resource Centers - Safety Awareness Day Event which focused on Lifestyle, Sustainability and Profitability. The Director spoke about Small Business Opportunities on behalf of WSDOT. Approximately two hundred (200) individuals attended this event.
- On August 24th, WSDOT OEO hosted a Contractors and Apprenticeship Program outreach event in Vancouver. The event was intended to provide

information to attendees on the benefits of and how to enroll in apprenticeship programs. It also provided DBE subcontractors with an opportunity on how to obtain work with the prime contractors present (i.e. Rotschy, Tapani Underground, Dirt & Aggregate, etc). There were approximately fifty five (55) individuals in attendance at the event.

- On August 25th, WSDOT OEO Staff attended the USDOT's Bonding Education Program (BEP) Stakeholders and Planning Committee Kickoff Meeting. This meeting was to provide participants (e.g. lending institutions, transportation agencies, community organizations, etc.) with an overview of the BEP, discuss preliminary planning (i.e. dates, location, venues, etc.) and next steps.

### **September 2011:**

- September 6<sup>th</sup> -9<sup>th</sup> – participated in a FTA Title VI Review. This review consisted of an assessment of the OEO, Planning Office, Public Transportation Division (PTD), and WSF Title VI programs. September 6<sup>th</sup> consisted of an entrance conference and a review of the OEO Title VI Program. The morning of September 7<sup>th</sup> consisted of a review of the Planning Office and PTD's Title VI activities. That afternoon Title VI staff traveled to Grays Harbor with the review team and staff from PTD to review the Aberdeen Transit Facility. The morning of September 8<sup>th</sup> consisted of a review of the WSF's Title VI program. That afternoon Title VI staff traveled with the review team and WSF staff to ride the Bainbridge and Bremerton ferry route. The exit conference was conducted on September 9<sup>th</sup>. Meetings were scheduled to discuss the next steps that will be taken to correct the deficiencies that were noted.
- September 15th – Traveled to Grays Harbor County with the ECRB Manager for an on-site technical assistance visit. The County was having difficulties understanding how to analyze demographic data and how it relates to the requirements for Limited English Proficiency (LEP). Title VI staff provided an overview of what LEP requires and tips on how to analyze data. Information was also provided on approaches that could be used to reach various minority groups for public meetings.
- Through the DBE/SS Program, WSDOT has partnered with the SBAC to deliver DBE/SS on a statewide basis. As DBE participation in Eastern Washington has been limited in recent years, the SBAC provide outreach and technical assistance workshops in Eastern Washington to increase the pool and qualifications of certified highway-related DBEs. During September, the SBAC hosted three (3) outreach events in Vancouver on September 15<sup>th</sup>, Yakima on September 20th, and in Wenatchee on September 21st. These workshops included training on:
  - Doing business with WSDOT;
  - DBE Certification application assistance;
  - One-on-one counseling and assistance available;

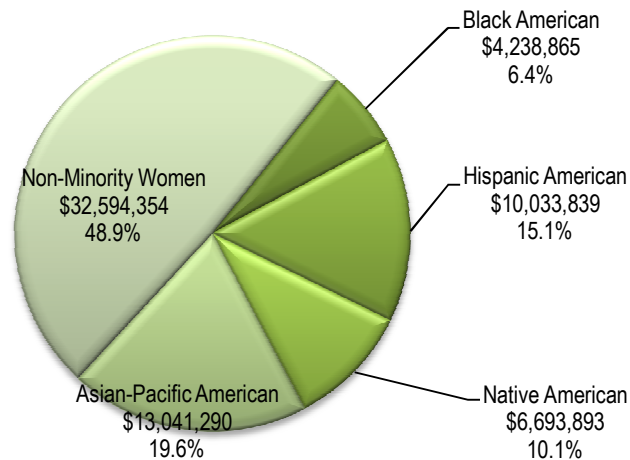
- USDOT's Short-term Lending Program; and
- Upcoming WSDOT opportunities/projects.
- On September 13th, the External Civil Rights Branch Manager gave a presentation at the Seattle Tunnel Partners DBE Informational Meeting. The presentation included an overview of the DBE Program, DBE Participation Requirements (i.e. Regular Dealer/Manufacturer, Commercially Useful Function, etc.) and the innovative approach adopted by the Seattle Tunnel Partners to meeting the established DBE goal. Approximately one hundred (100) individuals representing primarily DBEs attended this event.
- On September 14th, the OEO Director and DMWBE Unit Staff attended the USDOT's Office of Small and Disadvantaged Business Utilization's (OSDBU) Bonding Education Program (BEP) Kick-Off. The intent of the BEP is to increase highway-related DBEs' bonding abilities through training with financial institutions, bonding companies, government entities, and prime contractors. It was determined that the BEP would occur for six (6) weeks in Seattle, at WSDOT's Northwest Region Headquarters. OSDBU has requested DMWBE Unit staff to be a co-presenter at one (1) of the training sessions.
- Staff participated in the State Management Review September 19th-23rd, 2011.

### **Contracts:**

WSDOT awarded 287 contracts between October 1, 2010 and September 30, 2011 receiving \$1,009,513,854 in federal dollars. DBE race-conscious participation was 5.77% (\$58,278,156) and a race neutral participation was 0.83% (\$8,361,085) for a combined DBE participation of 6.60%. The demographics of the 6.60% participation are illustrated as follows:

Non Minority Women:	48.9% (\$32,594,354)
Asian Pacific American:	19.6% (\$13,041,290)
Native American:	10.1% (\$ 6,693,893)
Hispanic American:	15.1% (\$10,033,839)
Black American:	6.4% (\$ 4,238,865)

### DBE by Ethnicity and Gender FFY11



Please note, the above figures are reflective of contract commitments (i.e. contract goals). The DBE attainment is presently at 12.92% (10.76% race-neutral and 2.16% race-conscious).

### DBE/SS

WSDOT administers the DBE Support Services (DBE/SS) program in Washington State. Under this program, WSDOT/OEO performs portions of the DBE/SS Program functions internally and contracts with the Seattle Business Assistance Center (SBAC) and partners with the Small Business Transportation Resource Center (SBTRC) to perform the external outreach of the DBE/SS program.

The SBAC performs a multitude of the DBE/SS functions for WSDOT, including, but not limited to:

- Providing technical assistance (i.e. one-on-one counseling and assistance) pertaining to all aspects (e.g. financing, bidding, estimating, etc.) of the DBE/SS Program;
- Sponsoring and attending outreach events on behalf of DBEs; and
- Advertising and informing DBEs of new projects.

The SBTRC provides DBE/SS by performing the following functions for highway-related DBEs:

- Offering the American Recovery and Reinvestment Act Bonding Reimbursement and Short-Term Lending Programs;
- Providing technical assistance (i.e. one-on-one counseling and assistance) pertaining to all aspects (e.g. financing, bidding, estimating, etc.) of the DBE/SS Program; and

- Sponsoring and attending outreach events on behalf of DBEs.

In order to ensure the DBE/SS is implemented on a statewide basis as effectively as possible, WSDOT/OEO administers portions of the DBE/SS internally. These functions include, but are not limited to:

- Providing technical assistance pertaining to specific aspects (i.e. prompt payment, retainage, etc.) of the DBE/SS Program where DBE Program Staff have extensive knowledge;
- Providing copies of plans and specifications to highway-related DBEs free of charge;
- Providing access to the online Daily Journal of Commerce to highway-related DBEs;
- Hosting and attending workshops, networking events, DBE Advisory Group Meetings and Community Roundtables;
- In order to ensure highway-related DBEs have readily-available access to all opportunities, and notice thereof, WSDOT/OEO maintains a membership to the online subscription of the Daily Journal of Commerce for these firms; and
- During FFY 2011, WSDOT/OEO Staff notified highway-related DBEs of upcoming opportunities (construction, consulting, IT, etc.) and events thirty nine (39) times. Contained within the *Notice to Contractors* was information on how to obtain free access to the Daily Journal of Commerce and free plans and specifications.

## WSDOT WEBSITE

One measure WSDOT utilizes to track the effectiveness of our outreach approach is to capture and analyze website visit information. More detailed information follows:

- WSDOT's homepage was visited 3,652,858 times, averaging 10,008 times per day.
- WSDOT/OEO's homepage was visited 23,279 times, on average 64 times a day.
- WSDOT's Small Business Portal was visited 2,291 times; averaging 8 times per day.
- WSDOT's Disadvantaged Minority and Women's Business Enterprise Program was visited 4,536 times; on average 12 times per day.

### **Were prime contractors advised how to locate DBEs for contracting opportunities?**

All WSDOT public contracting is advertised in local jurisdictional periodicals (Daily Journal of Commerce and electronically through Washington's Electronic Business Solution). WSDOT initiated Notice to Contractors also provide information to contractors that federally funded jobs are being advertised.

A *Commitment to Small Business* folio has been developed and is regularly updated and provided to small businesses, specifically minority-owned and women-owned businesses interested in doing business with WSDOT.

WSDOT/OEO also hosts outreach three separate committees to provide input and guidance on the administration of WSDOT's DBE Program. These committees and their intent is outlined as follows:

- The Goal Monitoring Committee Meeting is comprised of internal WSDOT Staff with DBE Program duties. The intent of this internal group is to discuss upcoming and pending DBE Program best practices and challenges, monitor Overall DBE Goal accomplishments and upcoming DBE program changes. This committee meets bi-monthly and is comprised of staff members representing WSDOT's Consultant Services Office, Ad & Award Division, HQ Construction, Highway & Local Programs Division, Public Transportation Division and Washington State Ferries.
- The Contract Compliance Officers Group includes representatives from local agencies and other direct USDOT recipients in Washington State who are impacted by WSDOT's DBE Program or administer their own. The intent of the Contract Compliance Officers Group is to share upcoming changes, discuss opportunities for improvement, share innovative approaches and collaborate on outreach and assistance to DBEs. This group meets on a quarterly basis. Title VI program updates are provided at these meetings.
- The DBE Advisory Group is comprised of WSDOT employees and external DBE Program Stakeholders, specifically community and trade based organizations. The intent of the DBE Advisory Group is to seek guidance and input on the DBE Program from vested stakeholders. This group's first meeting was in August 2011, they will meet monthly for the first six (6) months and quarterly thereafter.

## **B. Construction**

- During the last Federal Fiscal Year (FFY), WSDOT executed a total of 204 contracts for a total of \$2,684,714,995.46. Of these contracts, 124 – totaling \$1,963,449,323.23 - contained federal funds.
- A total of 94 of these federally funded contracts had DBE goals set – a total of \$156,739,394.05.
- There were a total of 152 Women Owned Business Enterprises (WBE) firms employed on WSDOT federally funded contracts executed during this time.
- There were a total of 104 Minority Owned Business Enterprise (MBE) firms employed on WSDOT federally funded contracts executed during this time.
- All federally funded contracts contain General Special Provisions (GSP) requiring Equal Employment Opportunity for Disadvantaged Business Enterprises (DBE).
- This office in conjunction with OEO provides assistance to the contractors in meeting their requirements by answering questions and providing a database of certified DBE firms.
- General Special Provisions (GSP) require the inclusion of all federal requirements be included in all subcontracts of whatever tier. WSDOT contracts only with

Prime Contractors and does not insert themselves between a Prime Contractor and a subcontractor.

The major accomplishment for 2011 was the revision of GSPs regarding Condition of Award.

## **C. Communications**

### **Printed Material**

- WSDOT reports, folios, brochures and other materials printed for public distribution, including public notices and paid advertisements for newspaper publication include WSDOT's standard ADA and Title VI language.  
[http://www.wsdot.wa.gov/EqualOpportunity/TitleVI\\_ADA\\_Language.htm](http://www.wsdot.wa.gov/EqualOpportunity/TitleVI_ADA_Language.htm)
- An updated news release template for public meetings and open houses includes a reminder to use WSDOT's standard ADA and Title VI language.
- Internal guidance on use of ADA and Title VI language in publications can be found in WSDOT's online Communication Manual (page 74) and on the Graphics Communication Web page.
- WSDOT provides translated materials and materials in alternative formats upon request. For the purposes of this reporting period, HQ Communications has not received any requests for materials in an alternate format or language.

### **Websites and Links**

- In conjunction with WSDOT's ADA Manager, Web Team staff has updated the Accessibility pages on the external site <http://www.wsdot.wa.gov/accessibility/>:
  - Added a contact list for regional ADA coordinators
  - Posted a new brochure titled "Our Commitment to Accessibility"
  - Added a link to information for voters with disabilities
  - Updated various content elements
- Web Team staff used the Web Accessibility Evaluation (WAVE) tool provided by WebAim (<http://wave.webaim.org/>) to evaluate various pages on the WSDOT website. Accessibility errors were compiled into a report and sent to staff responsible for maintaining those Web pages.
- Because the Accessibility/Title VI link is embedded in the site templates, the link appears in the footer on every Web page. Related information such as Title VI policy and the Office of Equal Opportunity are displayed in the left navigation.
- WSDOT's web standards, provided in the Web Toolkit, include guidance on accessibility, adding alternative text to images and graphics, etc. It's available on WSDOT's external website at <http://www.wsdot.wa.gov/communications/webtoolkit>

### **Self-monitoring, Education and Training**

- The WSDOT editing team is made up of WSDOT communication staff that reviews and edits the agency's press releases. Along with grammar and style issues, the editing team also ensures ADA and Title VI language is included in releases about open houses and public meetings.



- WSDOT's ADA Manager provided feedback to the Communications Director on how the Communication staff is meeting the requirement for including ADA and Title VI language in news releases. With that information, the Communication staff held a statewide conference call to discuss the requirement and to reinforce that all open house and public meeting press releases will include ADA and Title VI language.
- Web Team staff received training from the following accessibility webinars: Section 505 – The Basics, Webinar Sept. 1, 2011, hosted by <http://www.accessibilityonline.com/>
- No Fail Accessibility Testing, Webinar June 15, 2011, hosted by Web Manager University

#### **D. Research & Library Services**

##### **Limited English Proficiency**

- Upon request, we do our best to obtain and provide library materials in languages other than English, mainly through interlibrary loan, to fulfill staff requests. Our collection does not contain non-English materials.
- We actively attempt to communicate clearly with LEP library users to the best of our abilities, either verbally or in writing, depending on what works best in a given situation. We are respectful and try to be mindful of expressing concepts in a variety of ways to aid in getting the meaning across.

##### **Projects**

- There are currently 72 research projects underway. We are partnering with the below Universities, Governmental Entities and Consultants:

##### **UNIVERSITIES:**

- University of Washington
- Washington State University
- Western Washington University
- Central Washington University
- University of California – Berkeley
- University of California – Davis
- University of Alaska
- Utah State University
- Portland State University
- Montana State University
- Texas A & M University
- University of South Florida
- Pennsylvania State University
- University of Utah
- Oregon State University
- University of Iowa

#### GOVERNMENTAL ENTITIES:

- Desert Research Institute – Reno
- Transportation Research Board
- Washington State Dept. of Fish & Wildlife
- US Fish & Wildlife Service
- Washington State Secretary of State

#### CONSULTANTS:

- Pavia Systems
- Herrera
- Cambria
- EB Lee
- Illingworth & Rodin

- All contracts that ORLS execute include the Title VI language. See Attachment C
- ORLS will ensure the Title VI language is included in all research contracts and agreements entered into.

#### **Title VI Training**

- The Business Manager attended the Title VI training provided by OEO. At the following ORLS quarterly staff meeting, he shared the class materials with all ORLS staff. He also directed office staff to the OEO website for additional information. The Business Manager and the Administrative Assistant both attended the OEO 2011 Title VI Report Preparation meeting organized by OEO.
- ORLS will have office representation at all Title VI training provided by OEO.
- Title VI training information will be shared with all ORLS staff after representatives attend the training.

#### **E. Purchasing**

- State contracts for goods and services are negotiated and administered by the Department of Enterprise Services, Office of State Procurement.
- Our extensive outreach activities include all identified groups.
- Our “Doing Business with WSDOT” brochure is available in English and Spanish. More than 2,500 brochures are distributed annually through our outreach program. Both versions of our brochure are available on the external website. All versions contain the Title VI language.

#### **F. Planning**

## **WSDOT HQ Planning**

### **Limited English Proficiency**

WSDOT's Headquarters Transportation Planning Office (HQ Planning Office) did not develop draft transportation plans. The HQ Planning Office prepared for the next update to the long-range statewide transportation plan by collecting and analyzing data and drafting an update to the statewide planning public involvement process.

### **Tacoma/Pierce County HOV Program**

November 18-December 6, 2010

- Translated and published a paid newspaper advertisement for the Notice of Action Taken in Spanish, Korean, Russian and Vietnamese.
- The Notice of Action Taken was for the I-5 M Street to Portland Ave-HOV; I-5 Portland Ave to Port of Tacoma Rd.--Northbound HOV; and the I-5 Portland Ave. to Port of Tacoma Rd.--Southbound HOV.

### **US 101 Shore Road to Kitchen-Dick Road Widening Project**

March 1, 2011

- Translated project hearing information into Spanish.
- The following is an estimate on the amount expended in translating written materials:
  - Spanish—translation and publication \$814
  - Korean—translation and publication \$400
  - Russian—translation and publication \$331
  - Vietnamese—translation and publication \$80
- A total of five publications were translated into Spanish, Russian, Korean and Vietnamese

Note: for the I-5 M Street to Portland Ave-HOV; I-5 Portland Ave to Port of Tacoma Rd.--Northbound HOV; and the I-5 Portland Ave. to Port of Tacoma Rd.--Southbound HOV projects, we arranged for the Tacoma Community House to answer and translate any calls from Spanish, Russian, Korean or Vietnamese individuals with questions regarding the project. Unfortunately, we didn't receive any calls.

Public involvement conducted during the last year was a survey for the SR 509 Extension Phasing Plan. The survey's purpose was to assess public opinion regarding the SR 509 Extension project and the proposed tolling. The work was done by PRR Biz, a female owned sub-contractor. The project manager at PRR stated there were no requests for translation during the weeklong survey.

Several consultants were hired during the reporting period.

- SR 302 Consultant: HDR \$510,726
- I-5 JBLM Study Consultant: HDR \$6,000
- SR 509 had three contracts: \$34,470 with PB, \$28,000 with Bailey Associates and \$17,600 with TRAC.

I-90 had two contracts: \$1.3 million with HDR, and 227,500 with PRR.

- The HQ Planning Office did not develop draft transportation plans. The HQ Planning Office prepared for the next update to the long-range statewide transportation plan by collecting and analyzing data and drafting an update to the statewide planning public involvement process.

### **Olympic Region**

- **Belfair Bypass Land Use Discipline Report**
- Various applicable land use, transportation plans, policies, regulations, and maps were reviewed to determine existing land uses for the study area. This document will be used for the NEPA Environmental Assessment documentation.
- **Belfair Bypass Transportation Discipline Report**  
This report addresses the purpose and need of the Belfair Bypass and assesses the potential effects of the project. This document will be used for the NEPA Environmental Assessment documentation.

### **Southwest Region**

Southwest Region Planning understands that good communication is our responsibility. A variety of tools are available for our use at WSDOT – from the Governor’s “plain talk” initiative to guidelines on good correspondence. Southwest Region Planning routinely communicates with our local partners and participates in various outreach activities.

### **Following is a list of related planning activities that SWR was involved during this reporting period.**

#### **Tribal Coordination –**

The Tribes were invited to participate at monthly MPO/RTPO meetings and the Cowlitz Indian tribe gave a presentation and update on their Indian road reservation project at the September 2010, Cowlitz Technical Advisory Committee meeting.

Letters were drafted by the Regional Transportation Council and sent to various Tribes during this reporting period. RTC is leading a bridge replacement study. This bridge is owned by the Port of Hood River and was built in 1924. It was first studied in 1999 through a feasibility study, again in 2004 through a DEIS, and in 2010 during a Type Size Location study. Contact was made with WSDOT Tribal Liaison to ensure that all Tribes in the area (usual and accustomed area, with water rights, adjacent state (Oregon) etc. were invited to participate and/or receive information about the study)

In addition, the SWR Planning Manager attended in October 2010, a Statewide Annual Tribal Transportation Planning (TTPO) Conference. Following is the WSDOT TTPO website for more information about tribal coordination and the Tribal Transportation Planning Organization. <http://www.wsdot.wa.gov/planning/tribal/>

MPO/RTPO Regional Coordination with Local agencies and Tribes.

Southwest Region Planning routinely coordinates with Metropolitan Planning Organizations and Regional Transportation Planning Organizations (MPO/RTPO). SWR Planning MPO/RTPO Coordinator and the SWR Planning Manager routinely participate with a variety of agencies and community leaders (e.g. with tribes, elected officials, state, counties, cities and local agencies). We meet to discuss transportation projects, communicate and coordinate projects occurring within our communities, improve access, build partnerships, enhance non-motorized facilities, and improve network connectivity to ensure the movement of people, goods and services within our region. For more information regarding MPO/RTPO coordination, following is the WSDOT MPO/RTPO website that describes WSDOT's role with the RTPOs in more detail. <http://www.wsdot.wa.gov/planning/Regional/> Statewide MPO/RTPO Coordinating Committee <http://www.wsdot.wa.gov/planning/metro/mportpowsdotcoordinatingcommittee.htm>

The SWR Planning Manager is a regular participant at the Statewide MPO/RTPO Coordination Committee meetings that occur quarterly. Committee Participants include the State MPO/RTPO directors, Planning Managers, and Tribes. Following are the dates and agendas from past coordinating meetings that Southwest Region planning participated in, during this reporting period:

- February 2010 [Agenda](#)
- May 2010 [Agenda](#)
- August 2010 [Agenda](#)
- November 30, 2010 [Agenda](#)
- February 2011 [Agenda](#)
- May 2011 [Agenda](#)
- August 2011 [Agenda](#)

#### **Cowlitz Wahkiakum Council of Government Planning Coordination.**

Southwest Region Planning routinely coordinates with CWCOG planning staff. CWCOG is the lead agency for the SWRTPO 5-County area. The SWRTPO is comprised of Cowlitz, Grays Harbor, Lewis, Pacific and Wahkiakum Counties. CWCOG provides a broad range of services to these counties that address both long-range planning activities and projects with more immediate needs. In addition to our on-going coordination, the CWCOG has developed a Public Participation Plan that is an important part of the regional transportation decision-making process carried out by the CWCOG. CWCOG's Public Participation Plan outlines a broad range of opportunities for the public and stakeholders to participate in the region's transportation planning process.

In the plan, there is a continued commitment to the public to make available for public view transportation plans and Transportation Improvement Programs (TIPs), and to hold public meetings at convenient and accessible times and locations. To view more information about CWCOG or the Public Involvement Plan visit: [www.cwcog.org](http://www.cwcog.org) or [Public Participation Plan](#)

**Southwest Region Transportation Planning Annual Board Committee** – The Southwest Region Planning Manager participates at each Annual Board meetings that the CWCOC holds for the 5-county area ( Cowlitz, Grays Harbor, Lewis, Pacific and Wahkiakum Counties). Attendees include the MPO/RTPO Policy and TAC members and various local elected officials. CWCOC facilitated the latest Annual Board meeting, providing a recap of work accomplished throughout the year and discussion of work ahead. For meeting materials and agenda visit [www.cwcog.org](http://www.cwcog.org)

**Pacific County Transportation Policy Committee (PCOG TAC)** – SWR Planning routinely coordinates with CWCOC and the RTPO in Pacific County and communicates and coordinates transportation planning, programs and projects. Various agencies are routinely invited to participate (e.g. include tribes, economic development council, city, county, port, transit, etc.)

**Cowlitz Advisory and Regional Policy Advisory Committee on Transportation Technical Advisory Committee (CATAC/RPACT)** - SWR Planning routinely coordinates with CWCOC in order to continue to communicate and coordinate transportation planning, programs and projects within the county. Various agencies invited to participate include tribes, economic development council, city, county, port, transit, local elected, etc

**Lewis County Advisory Committee on Transportation Technical Committee and Policy Level Committee (LCTAC/LCTSC)** SWR Planning routinely coordinates with CWCOC and the RTPO in Lewis County and communicates and coordinates transportation planning, programs and projects within the county.

**Regional Transportation Council (RTC)** –The Regional Transportation Council (RTC) is the lead agency for the Clark County Metropolitan Planning Organization and the Clark, Skamania and Klickitat Regional Transportation Planning Organization. Clark, Klickitat and Skamania RTPO meetings and Clark RPACT meetings with Regional Transportation Council (RTC)-SWR Planning routinely partners with RTC and these committees for Clark, Klickitat and Skamania County in order to coordinate and communicate transportation planning, programs and projects. In addition to this on-going coordination, RTC has developed a Public Participation Plan that is an important part of the regional transportation decision-making process carried out by RTC. This Public Participation Plan outlines a broad range of opportunities for the public and stakeholders to participate in the region’s transportation planning process. In the plan, RTC continues its commitment to public, or make available for public view, transportation plans and to ensure public meetings are held at convenient and accessible times and locations. For more information on RTC, planning activities and meetings visit [www.rtc.wa.gov](http://www.rtc.wa.gov). Additionally, the following link is to RTC’s Public Involvement Plan: [Public Participation Plan](#)

**Multi-modal Transportation Planning Committees**– Southwest Region Planning participates and invests in and promotes a variety of multi-modal planning strategies for alternate modes of travel, including transit, bicycling, and walking. Improving network

connectivity helps to identify alternate modes of transportation, create accessible transit, and improve bicycle and pedestrian facilities. This allows a community a variety of modal *choices*, some less costly alternatives like bicycling or walking versus being limited to owning and operating a vehicle.

**Clark County Bicycle and Pedestrian Master Plan** – Clark County held a number of open houses during the preparation of the final master plan. Open Houses were held in July 2009, and July & August of 2010. SWR Multi Modal Planner participated on the Advisory Committee that met several times during the preparation of the plan. Based on geographic concentrations of people, health outcomes, SES, and built environment characteristics, Public Health recommended that the bicycle and pedestrian plan focus on certain areas in the Vancouver area. Final reports, Open House materials, agendas and baseline social determinants (e.g. income, race, ethnicity, housing affordability, access and geographic focus group information) can be found on Clark County's website. <http://www.clark.wa.gov/planning/bikeandped/index.html>

**Clark Communities Bicycle and Pedestrian Advisory Committee** - The group meet the third Tuesday of every month. This is a group of citizens appointed by the Clark County Board of Commissioners to review bicycle issues in the county. There are also a number of non-appointed, non-voting members that attend these meetings. Southwest Region's Multi-modal coordinator routinely meets with Clark County and participates on this advisory committee. More information regarding Clark County advisory committees can be found on the following Clark County website. <http://www.clark.wa.gov/planning/bikeandped/advisory.html#bike>

**Clark County Freight Mobility Study** – SWR Planning Multi-modal coordinator participated on the Clark County Freight mobility study committee that documented the importance of movement of freight and goods in Clark County for the economy and jobs. The study was led by Regional Transportation Council (RTC). Meetings were held at the end of 2009 and early 2010. For more detailed information visit RTC's website and Clark county Freight Mobility study webpage. <http://www.rtc.wa.gov/studies/freight/>

Other SWR Planning Multi-modal planning coordination during this reporting period included – SWR Planning Multi-modal coordinator and SWR Local Programs met with residents on May 2010, in the town of Morton to discuss various improvements identified in their community (e.g. needed sidewalk improvements) Additionally information was shared with local community members about potential funding grant opportunities.

Coordinated Public Transit-human services transportation plan updates with CWCOC and RTC. Southwest Region Planning participated during the CUBS Transit Stakeholder Coordination Workshops in June 7, 2010. Staff also participated with RTC and CWCOC during the update and preparation of the plan.

Planning Studies- Southwest Region Planning was not engaged in a contract with a contractor, subcontractor or consultant during this reporting period. Southwest Region Planning staff participates routinely during transportation planning studies and works closely with our veteran MPO/RTPO partners.

Working in close partnerships, helps to successfully identify concerns, potential recommendations and to develop a long range plan that will help contribute to the physical environment and the quality of life throughout the region.

During this reporting period Southwest Region Planning supported RTC as they are currently leading the Hood River Bridge Study –

RTC is leading a bridge replacement study. This bridge is owned by the Port of Hood River and was built in 1924. It was first studied by RTC in 1999 through a feasibility study, again in 2004 through a DEIS, and now in 2010 through a Type, Size, and Location study.

This bridge connects the communities of White Salmon and Bingen, Washington, with Hood River, Oregon and its transportation route serves as an essential link to local communities, the region and interstate travel.

The economic well-being of this region is dependent on the Hood River Bridge. The existing bridge is functionally obsolete and weight and dimensionally restricted for large trucks. Residents, businesses, and the bridge users on both sides of the Columbia River are concerned about the safety and service life of the bridge. If the bridge were to be closed, the nearest river crossings (to the west and east) are about 20 miles away. Previous studies from transportation agencies in Washington and Oregon have evaluated the need to reconstruct or replace the bridge. In 1999, the scoping phase for the SR-35 Columbia River Crossing Feasibility Study was conducted, which identified the key issues and recommended a scope of services for conducting the full feasibility study which began in 2000. By 2004, the SR-35 Columbia River Crossing Feasibility Study and Draft Environmental Impact Statement (EIS) were completed, which identified a preferred bridge alignment, just west of the existing structure, as well as three feasible bridge type alternatives. As part of the federal Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), the region received high-priority funding for the continuation of the study effort.

This phase of the project continued the previous work and will advance the following project elements once the study is completed:

- An economics analysis to evaluate the dependence of the region on the Hood River Bridge and the economic benefits of a new bridge
- A bridge type, size and location (TS&L) study to further the preliminary engineering of the project, determine a recommended preferred bridge alternative and help inform the final EIS
- An updated cost estimate for the recommended preferred bridge alternative



- A recommended scope of services for the final EIS that will help guide the next phase of the project

**Economic Analysis:** The economic analysis confirmed that the bridge plays a significant role in both the regional transportation network and the regional economy. Businesses depend on access to workers on both sides of the bridge. Commuting to work accounts for about 10–15 percent of daily bridge trips.

Hood River is the economic center of the region. Residents of Washington depend on the bridge to shop and conduct business in Hood River. Businesses in Hood River depend on Washington residents as customers.

Most freight goods that cross the bridge are wood products and fruit for processing, use within the region, or for export outside of the region. The weight-restricted bridge limits manufacturing and processing choices for businesses.

Visitors to the region use the bridge to access attractions or recreational opportunities on both sides of the river, as well as the retail and accommodations services available primarily in Hood River.

The bridge also allows local emergency-service providers with the opportunity to combine resources and support each other.

Disruption to bridge service would have a detrimental impact on the regional economy.

**Bridge Type, Size and Location Study:** The Bridge TS&L Study continued the work of the draft EIS and started with a preferred bridge alignment which was directly adjacent to the west side of the existing bridge (EC-2).

The study advanced the preliminary engineering on the three bridge type alternatives; tied arch bridge, segmental concrete box girder bridge, and girder bridge. This work included collecting data, developing design criteria, validating the previous River Navigation Survey, ensuring environmental considerations were met and defined the bridge characteristics such as bridge type, span lengths, and pier shape.

The project's purpose and need and input gathered on key attributes of a new river crossing helped determine the evaluation criteria and the weighting of each criterion used to determine the recommended preferred bridge alternative. Project cost and bridge aesthetics were primary evaluation criteria, garnering slightly more than 50 percent of the evaluation score. In the end, the segmental concrete box girder alternative was the top rated bridge alternative.

**Project Cost Estimate:** With the determination of the concrete segmental box girder as the recommended alternative, the construction cost estimate range and an overall project cost estimate range was prepared for that structure type. The project's overall cost estimate will consist of the bridge capital cost and major maintenance costs expected throughout the bridge's lifespan.

**Final EIS Scope of Services:** In preparation for the next phases of this project, a recommended scope of services was developed to help guide the next phase of the project, the final EIS.

#### Study Background

The Hood River Bridge was originally built in 1924 and is one of three bridges traversing the Columbia River in the Columbia River Gorge National Scenic Area (CRGNSA). It is one of nine bridges crossing the Columbia River along the Oregon and Washington borders.

The impetus of this study is the functional obsolescence and structural condition of the existing Hood River Bridge, which limits its ability to serve as the essential link to local communities, the region and interstate travel.

#### Project Purpose and Need

The overall purpose of the SR-35 Columbia River Crossing project is to improve the movement of people and goods across the Columbia River between the White Salmon/Bingen and Hood River communities with the identified need of improving current and future transportation inadequacies and deficiencies associated with the existing Hood River Bridge. Specifically, these needs are to:

- Alleviate current and future congestion at the bridge termini, on the bridge itself and the access road to and from the bridge (SR-35), and congestion related to diverted traffic due to severe weather conditions or incidents on Mount Hood, Interstate 84, or SR-14
- Provide cross-river linkage to the Oregon and Washington state transportation systems.
- Accommodate the increase in cross-river demand while also providing for bicycle and pedestrian travel across the Columbia River
- Satisfy social demands and economic needs for cross-river flow of goods and people
- Accommodate river navigation by providing horizontal and vertical clearances which meet current standards while also providing intermodal and multimodal connections across the river
- Address and improve upon safety and the substandard design of the current bridge

#### Study Process

In 2010, with the lack of funding to move forward with an FEIS, a TS&L phase of the SR-35 Columbia River Crossing project was initiated. This effort continued the involvement of the public and key stakeholders on both sides of the river and will advance the following project elements:

- An economics analysis to evaluate the dependence of the region on the Columbia River Bridge and the economic benefits of a new bridge,
- A Bridge Type, Size and Location Study to further the preliminary engineering of the project, determine a recommended preferred bridge alternative, and provide information to support the final EIS,
- An updated cost estimate for the recommended preferred bridge alternative, and
- A scope of services that will help guide the next phase of the project; the final environmental impact statement (FEIS).

- A Project Management Team (PMT) was formed and met regularly through the study process. The PMT consisted of staff from RTC, WSDOT and ODOT and was established to review the project team's technical work and provide direction.

The overall process included several of the following steps:

**Data Review and Update:** with the previous work being completed 6-7 years earlier, the reports and studies were reviewed and determinations made on what information needed to be validated. For example, the Navigation Survey evaluated the navigation clearance needed by various river users and recommended a vertical and horizontal navigation clearance for the bridge's fixed main span. The data that formed the basis for this recommendation was re-evaluated and confirmed to still be valid.

**Economic Analysis:** For the economic analysis, key areas of investigation included; Impact of short term and permanent closure of the existing bridge and the long term economic implications of retaining the existing bridge. Investigation and research was performed on various existing studies and reports. Additionally, focus groups were formed, meetings with businesses, industries, and residents were conducted to gather input.

**Final EIS:** A draft final EIS scope of services was developed during the completion of the draft EIS project. This work was updated through a review of what has been done since the completion of the draft EIS.

### **Public and Agency Involvement**

The SR-35 Columbia River Crossing Study –TS&L used an extensive public and agency involvement process and included several committees and public involvement opportunities. Information was collected and communicated throughout the study effort via various tools/methods (e.g. mailings, newsletters, websites, meetings with area interest groups, focus group sessions, open houses, workshops, media outreach (e.g. newspapers, radio stations), bi-state committee meetings, RTPO committee meetings, phone calls, door-to-door, folios and flyers.)

In addition to these methods mentioned above, there was a Gorge Transportation Summit Conference that MCEDD held (Mid-Columbia Economic Development). Alana Aarons, Gorge Transit Manager held a transit and transportation summit conference inviting over 300 people from both sides of the river.

The key focus of this Transportation Summit was to discuss transit and non-motorized connectivity, moving people and goods to and from each state, and the importance of the Hood River Bridge to communities on both sides of the river. The transit operators, businesses, state, local agencies and the communities from Oregon and Washington were invited to discuss the bridge, their areas of interest and potential funding partnership opportunities.

Throughout the TS&L study effort a bi-state committee of elected officials and agency staff was also established to help guide the overall process. The bi-state committee consisted of:

Arthur Babitz (City of Hood River)  
Betty Barnes (City of Bingen)  
John Davies (Port of Hood River)  
Bart Gernhart (WSDOT)  
Rex Johnston (Klickitat County)  
Rich McBride (Port of Hood River)  
Maui Meyer (Hood River County)  
Paul Pearce (Skamania County)  
David Poucher (City of White Salmon)  
Bill Schmitt (Port of Klickitat)  
Rich Watanabe (ODOT)

This group is providing key stakeholder perspective and direction to the study team. They met three times – at the inception of the project, for validation of the recommended preferred bridge alternative and at the conclusion of the study.

**Focus Groups:** For the economic analysis, RTC (lead agency) worked with Eco-northwest for the Economic Analysis and to assist in the four focus group meetings that were used to gather vital information and also provided public outreach about the study effort. These four focus groups met for 90 minutes each. Participants represented a broad range of interests, from commuters to business and freight operators, to recreational and environmental interests. The four groups were:

1. public agencies and transportation providers;
2. all business, retail, and commute interests;
3. private companies and freight-dependent businesses; and
4. recreational and environmental economy interests.

The meetings were facilitated to ensure that each participant had an opportunity to talk and that all the topics of discussion were covered to some degree in each group.

Focus Group Summary or Economic Analysis Folio.

**Columbia River Gorge Commission:** In November 2010, the project team met with the Columbia River Gorge Commission to get the commission's perspective on the intent behind the amendment to the Gorge Management Plan that addressed the replacement of the bridge. This information was used in developing bridge aesthetic concepts that were discussed at the Design Workshop. (e.g. Gorge-brown, historical benches, etc.)

**Design Workshop:** Early in the project, the bi-state committee and other key stakeholders were brought together to participate in a design work shop that helped inform the project team of key project issues. Various stakeholders included (not limited too):

Confederate Tribes of Warm Springs  
Confederate Tribes of the Umatilla  
Nez Perce Tribe  
Yakima Nation

Columbia River Gorge Commission  
Mid Columbia Council of Governments  
Hood River Chamber of Commerce / Downtown Business Council  
Mount Adams Chamber of Commerce  
Mid Columbia Economic Development District  
Friends of the Gorge  
Transit  
Columbia Gorge Windsurfing Association and the Columbia Gorge Recreation Coalition  
Barge / Tow operators  
USDA Forest Service Columbia Gorge National Scenic Area

Input from this workshop, through the workshop discussions and activities or comments emailed to the project team later, were used to further develop the bridge alternatives and serve as criteria to evaluate them to determine the recommended preferred bridge alternative.

**Study Report Folios:** Folios were developed for public distribution. The folios summarized the economic analysis efforts and overall study efforts.

**Open Houses:** On October 12, 2011, the project will hold an open house to share the results with the public and key stakeholders. This Open House will be held from 4:00p.m. to 6:00 p.m. The meeting facility is within the study area at the Port of Hood River which has ADA and transit access.

Throughout the study, RTC has provided project information on its website:

<http://www.rtc.wa.gov/studies/sr35>

Other websites that provide project information are with MCEDD (Mid-Columbia Economic Development) and through the Port of Hood River and Port of Klickitat.

Transportation Systems Planning (TSP) –

Southwest Region Planning (during this reporting period) reviewed a scope of work for a Transportation Systems Plan Study that is just now ramping up in the Kelso-Longview area. The CWCOG-led study is to provide the community with a comprehensive evaluation and detailed information regarding operations of the transportation systems, including street, parking, transit, pedestrian, and bicycle and freight mobility (trucking and rail).

Special Language Needs and Outreach-

SWR Region Planning has translators that are available for this activity and is a common activity for WSDOT. SWR Planning (during this reporting period) helped facilitate translation for purposes of an Open House in Lewis County. (Spanish translation in Lewis County) SWR staff did attend that Open House in Lewis County, and helped our neighboring region (Olympic Region staff) set up for this meeting. Our SWR translator helped translate project materials that facilitated communication at this Open House.

In addition to the outreach methods mentioned above, RTC has used translator services in the gorge study area and conducted radio interviews to further outreach information to the public. MCEDD, Port of Hood River (Bridge owner), Mt Adams, Klickitat and Skamania Transit have been extremely helpful in disseminating project information to the local community as well. Skamania Transit and Klickitat Transit (Washington side of bridge) has a Dial-a-Ride Service that provides service across the Hood River Bridge for medical and social service appointments, financial and essential shopping services and the senior congregate meal program. The bridge connectivity is important to their program and is an important program for both seniors and the general public. MCEDD (Oregon and Washington side) is comprised of 5 counties (Wasco, Hood River, Sherman, Skamania and Klickitat). They have been closely involved with RTC on the Hood River study. Their mission is to promote the creation of family-wage jobs, the diversification of the economic base, and the growth, development and retention of business and industry within the five-county district. They have expanded their staff recently by hiring an additional project and mobility manager. This individual has been involved on the hood river bridge study during this reporting period and is a member of the regular Klickitat / Skamania RTPO meetings in the gorge area.

Eastern Region Planning during this period began conducting the US 195 Corridor Analysis Study an 80 mile corridors study that spans various communities including minority persons, various income levels, and physical environments (e.g. access to computers, rural environment, and travel habits). An electronic “Survey Monkey” survey was prepared distributed both electronically and hard-copy form throughout the study area. Posters and hard copies of the survey, along with post cards providing information regarding the survey web links were distributed in person to the following locations:

- March 7 – University of Idaho; Carl Root (Transportation Services) - posters and postcards
- March 10 – Washington State University (WSU); Bridgette Brady/Bill Gardner (Transportation Services) - posters and postcards
- March 10 – Coffee and More in Rosalia – packet and postcards
- March 10 – Uniontown Post Office – postcards
- March 10 – Colton City Hall – packet and postcards
- March 10 – Colton Library – packet and postcards
- March 17 - Steptoe Mini Mart - postcards
- March 17 – Rosalia Post Office - postcards
- March 17 – Albion Post Office - poster and postcards
- March 17 - Colfax City Hall - poster and postcards
- March 17 – Whitman County Assessor – postcards
- March 17 – Colfax School District - postcards
- March 17 – University of Idaho - extra poster and postcards

- March 17 – WSU - extra postcards
- March 28 – St. Johns P.O. – postcards
- March 28 – St. Johns City Hall – packet and postcards
- March 28 – Whitco Grain Growers (St. Johns) – postcards
- March 28 – Steptoe P.O. – postcards
- April 4 – Colton City Hall – extra post cards
- April 4 – Colfax Permit Office – post cards
- April 13 – Oakesdale Post Office – post cards
- April 13 - Oakesdale City Hall - post cards
- April 13 – Garfield City Hall – post cards
- April 13 – Palouse City Library – post cards
- April 13 – Coffee and More in Rosalia – extra post cards
- April 13 – Rosalia Post Office –extra post cards

The hard copies were collected at the end of the survey period. Over 500 people responded to the survey.

### **Urban Planning**

- SR 516 Corridor Planning Study – Environmental justice maps are being produced for use in the existing conditions section of the corridor planning study. Letters were sent to the affected tribes in the study area inviting them to participate. We do have a project website that people can use to comment on the study and the Title VI information is on the WSDOT website. There have been no Title VI requests thus far.
- SR 520 Corridor Planning Study – This study is just beginning. Environmental justice maps will be done for this study. The scope of work is still in progress, so the level of public involvement has not yet been defined; though the study does have a limited budget. Letters will be sent to the tribes informing them of the study and asking if they would like to participate in the study.
- I-90 Bellevue to North Bend Corridor Planning Study – This study was started in 2005, and there has not been any public outreach in the last year. We do have a project website that people can use to comment on the study and the Title VI information is on the WSDOT website. There have been no Title VI requests thus far.
- US 2 Everett port/Naval Station to SR 9 Corridor Planning Study – No public outreach was performed in the last year. We do have a project website that people can use to comment on the study and the Title VI information is on the WSDOT website. There have been no Title VI requests thus far.

- SR 509 Extension Phasing Plan – There was a public opinion survey conducted this summer for a week. The survey’s purpose was to assess public opinion regarding the SR 509 Extension project and the proposed tolling. The work was done by PRR Biz, a female owned sub-contractor. The project manager at PRR said there were no requests for translation during the weeklong survey. We do have a project website that people can use to comment on the study and the Title VI information is on the WSDOT website. There have been no Title VI requests thus far.
- SR 167 Extension Toll Feasibility Study – No public outreach was performed in the last year. We do have a project website that people can use to comment on the study and the Title VI information is on the WSDOT website. There have been no Title VI requests thus far.

What efforts were made to utilize minority and female consultants and subcontractors?

All WSDOT policies and procedures as outlined by the Consultant Liaison Services office were followed during the consultant selection process.

Southwest Region Planning did not utilize any consultants or subcontractors during this reporting period.

- We utilized a female owned sub-contractor (PRR) for transportation communications for the SR 509 extension project.

The Northwest Region presented project information at public meetings hosted by public agencies with extensive public participation plans. Some of those meetings include:

- Whatcom Council of Governments Transportation Policy Board
- Whatcom Council of Governments Transportation Technical Advisory Committee
- Bellingham City Council Public Works Committee
- Bellingham Transportation Commission
- Bellingham City Council (as part of 2012 Six-Year Transportation Improvement Program adoption process)
- Skagit Council of Governments Policy Board
- Skagit Council of Governments Technical Advisory Committee
- Island Sub-RTPO Policy Board
- Island Sub-RTPO Technical Advisory Committee



The Olympic Region Office of Equal Opportunity Title VI Coordinator reviewed the public involvement approach for the SR 3 Belfair Widening and Safety Improvements Project (June 9, 2011).

- Paid newspaper ads in the Kitsap Sun and Shelton Mason County Journal newspapers.
- Postal customer mailing to all businesses in the project area.
- Distributed stacks of meeting flyers to most businesses along the project area to handout to customers.

Note: the target audience for the widening project meeting was the local businesses along the project area. Business owners are directly affected by the project because property will need to be acquired from the businesses.

The Eastern Region Office of Equal Opportunity Title VI Coordinator reviewed the public involvement approach for the US 195 Corridor Analysis Study to ensure needs were met in accordance with the Environmental Justice guidelines. An evaluation of minority populations in the study area based on the Office of Financial Management data was completed. Americans with Disability Act language and guidelines for meeting places met standards. Americans with Disability Act and Title VI Notice to Public language was included in meeting advertisements. Study surveys and information was placed throughout the communities at post offices, city halls, businesses, schools, etc. The original email list serve for the survey included over 200 organizations and/or individual participants.

Public “Listening Posts” meetings for the US 195 Corridor Analysis Study were held at the following four locations:

- |                                     |                              |                 |
|-------------------------------------|------------------------------|-----------------|
| • Pullman, WA Safeway Store         | Tues. April 12 <sup>th</sup> | 3:00 – 6:00 pm  |
| • Rosalia, WA Rosalia Coffee & More | Wed. April 13 <sup>th</sup>  | 8:00 – 10:00 am |
| • Pullman, WA WSU ‘The CUB’         | Wed. April 13 <sup>th</sup>  | 1:00 – 4:00 pm  |
| • Colfax, WA Rosauers Supermarket   | Thur. April 14 <sup>th</sup> | 3:00 – 6:00 pm  |

The study Listening Posts locations and times were advertised in the following:

- |                          |                                      |
|--------------------------|--------------------------------------|
| • Colfax Daily Bulletin  | • Pullman Chamber of Commerce eNews  |
| • Whitman County Gazette | • Pullman-Moscow-Lewiston Daily News |
| • Spokesman Review       | • WSU Student Newspaper              |
| • KWSU Radio             |                                      |

Additional opportunities for taking the survey were our web page at <http://www.wsdot.wa.gov/Regions/Eastern/us195collisionanalysis.htm>

**Provide a summary of Title VI self-monitoring activities conducted, including findings, recommendations, action items and status thereof.**

WSDOT’s Headquarters Transportation Planning Office participated in an on-site review with

consultants who were hired by the Federal Transit Administration (DMP Group). The DMP Group found that the Transportation Planning Office needed adequate documentation for how the 2007-2026 Washington Transportation Plan (the current long-range statewide transportation plan) complied with Title VI requirements. TPO's draft response is currently being vetted internally.

The Northwest Region determined during project close-out that our public outreach activities were completed consistent with our public involvement/communications plans for each project.

The Olympic Region Planning Office makes every effort to ensure that Title VI and public outreach activities are included throughout every planning activity, project or study. This office has conducted two public outreach meetings and several stakeholder and internal meetings within the region during this reporting period. This office also provides our employees with equal opportunity and affirmative action programs. The Office of Equal Opportunity and the Human Resource Office is available to assist employees, answer questions, provide training, monitor the hiring selection process and ensure that it is managed appropriately.

The Olympic Region Planning Office takes full advantage of these resources that are available to assist in enhancing our understanding of Title VI. WSDOT's training program offers courses that help to enhance our public contact skills, interpersonal communications, context sensitivity, ethics and writing techniques. The Office of Equal Opportunity provides training, equal opportunity desk manuals and website information to its employees. This provides our office with a better understanding of valuing diversity, disability awareness, sexual harassment and discrimination. These resources improve our effectiveness when outreaching and communicating with each other and the public during our planning activities, projects or studies.

The Southwest Region Planning has not received any Title VI complaints during this reporting period. This office makes every effort to participate in outreach activities, technical committees, stakeholder meetings and internal/external meetings within the region. In addition to the external outreach, SWR routinely maintains SWR Planning's website.

This region also provides its employees with equal opportunity and affirmative action programs. The Office of Equal Opportunity (OEO) and Human Resource Office is available to assist employees, answer questions, provide training, monitor the hiring selection process and ensure it is managed.

In an effort to continue to comply with Title VI, our planning office will take full advantage of these classes and resources that are available to assist in enhancing our understanding of Title VI.

SWR Planning plans to continue to monitor WSDOT's training program that offers courses that help to enhance our public contact skills, interpersonal communications, context sensitivity, planning, ethics and writing techniques ("plain language"). SWR Planning currently has two employees (Manager and the Multi-modal coordinator) enrolled in upcoming OEO training courses.

The Eastern Region Planning Office conducted the US 195 Corridor Analysis Study, which evaluated minority status in Whitman County and the towns along southern Spokane County within the study corridor. Among the overall population, 1.60% of minorities with limited English proficiency. No action taken.

**What Title VI training was provided by your program?**

**WSDOT HQ Planning**

None. However, in the upcoming biennium (2011-2013), the HQ Planning Office will collaborate with WSDOT's Office of Equal Opportunity to develop training for public involvement (including Title VI compliance) for region planners.

**Southwest Region**

Education and Training – During this reporting period, Southwest Region planning staff has taken Mandatory Office of Equal Opportunity (OEO) training and/or is current on all OEO training related courses.

Additionally, staff has taken other training courses that help with transportation planning, transit, ADA, plans review and safety. Some of the training that was taken this reporting period by the Planning Manager, Transportation Planner 3s and 2s. SWR employees taking the bicycle, pedestrian and ADA training will gain a better understanding of the importance of a variety of modal *choices*, some less costly alternatives like bicycling or walking (versus being limited to owning and operating a vehicle)

Following are various Office of Equal Opportunity training and related training courses:

- OEO-*Disability Awareness* (all Planning staff – WMS Manager, Transportation Planning Specialists 3's/2's)
- OEO-*Sexual Harassment and Discrimination*, (all Planning staff– WMS, TPS 3's/2's)
- OEO-*Valuing Diversity* Training Courses (all Planning staff– WMS, TPS 3's/2's)
- OEO-*Violence that Affects the Workplace* (all Planning staff– WMS, TPS 3's/2's)
- OEO-*Ethical Standards* (all Planning staff– WMS, TPS 3's/2's)
- *SW Washington Planners Forum April 2010*
- *Columbia River Gorge Transportation Transit, Bike, and Ped Bridge Summit April 2010*
- *ADA & Design Training August 2010*
- *Pedestrian Accommodations in Design and Construction September 2010.*
- *Pedestrian and Transit Webinar December 2010.*
- *Safe Routes To School Training March 2010.*
- October 12-14: *Tribal Transportation Planning Organization Conference* (WMS Planning Manager)

- In late 2011, OEO Refresher Training scheduled in Sexual Harassment, Disability Awareness and Valuing Diversity Training.
- Title VI training was provided by OEO on August 29, 2011, but UPO had no representation at the meeting. Laura Thompson has now taken over responsibility for the report, since Stephanie Weber, who was previously responsible for the Title VI updates for the Urban Planning Office was transferred to another office due to a RIF in another department.
- Title VI training was not provided within the Urban Planning Office since there was no required training during the October 1, 2010 through September 30, 2011 reporting period.

**List goals/actions planned for the ensuing year.**

The HQ Planning Office anticipates updating a Public Involvement Plan for statewide planning processes and a draft scope for the update to the 2007-2026 Washington Transportation Plan. As mentioned in the response to question 12, the HQ Planning Office will also collaborate with WSDOT's Office of Equal Opportunity to develop training for public involvement (including Title VI compliance) for region planners.

The Northwest Region limited corridor planning funds for October 2011 – September 2012 will be focused on an intersection analysis project, which is a collaborative effort of WSDOT, Island Sub-RTPO and Island County. Our strategy is as follows:

- Develop a public involvement/communications plan at the start of the project. Periodically check progress, and evaluate the results during the project close-out process.
- Work with the Island Sub-RTPO Policy Board and Technical Advisory Committee, periodically presenting information at public meetings.
- Include WSDOT's standard Title VI declaration on materials printed in "folio" format and posted on the website.
- Incorporate the results of the intersection analysis into the Island County Comprehensive Plan update, scheduled to begin in 2012. That effort will include an extensive public outreach process consistent with the requirements of the Washington State Growth Management Act.

The Olympic Region Planning Office plans to continue to follow state and federal guidelines in the implementation of Title VI requirements.

Southwest Region Planning will continue to become more familiar with the OEO website which provides equal opportunity information, desk manuals and a website full of information for our employees. This will continue to provide our planning office with a better understanding of valuing diversity, disability awareness, sexual harassment and

discrimination. These resources can improve our effectiveness when outreaching and communicating with the public during our planning activities, projects or studies.

The Planning Office has identified a source of some concern for them-getting meeting attendees to fill out the Title VI Public Outreach forms at Public meetings. In the past, Southwest Region Planning has made these forms available as well as sign in sheets. In most cases, since filling out these Title VI low-income and minority forms are voluntary, the public typically will not fill out the Title VI forms at the sign-in desk and therefore capturing gender, race and income data from these forms is next to impossible.

Staffing observations at past public meetings can help to I.D. gender and race, but this is subject to error. Regardless of the level of explanation by the Planning staff, most in attendance say that they feel it is an invasion of their privacy and don't want to release this type of information.

#### Urban Planning

- Work with appropriate WSDOT parties to determine level of effort for public outreach and Title VI compliance
- All project study web sites will have a link to Title VI requirements
- Tribes will be invited to participate in studies that are just beginning
- Work with other organizations such as the Puget Sound Regional Council and transit agencies regarding in public outreach for transit projects, where appropriate.

#### **G. Education / Training**

##### **During the Reporting Period, Efforts Made to Encourage Participation by Minorities and Women in the NHI's Educational Program**

The reporting period to be covered is from October 2010 to September 2011. Our office provides training expertise and organizational development for WSDOT and its employees. All WSDOT employees have equal access to training. There are many efforts made to WSDOT's women and minorities by advertising available training. Employees are notified of training opportunities through the web, individual announcement, and Automated Training Management System (ATMS).

Be advised that WSDOT has gone through significant budget and staff reductions over the past fourteen months. Staff Development funding was cut 40% - over \$700,000 for the 2011-13 biennium. The unit is presently understaffed by four positions and none of these positions will be filled during the current biennium due to budget cuts.

##### **Types of NHI Sponsored Programs and Number of WSDOT Participants, Including Minorities and Women**

Training contracts with consultants are developed and negotiated on behalf of WSDOT by Administrative Services Construct office. Contracts Office staff follows the rules of competitive procurement for open, fair and objective competition in compliance with Title VI requirements.

Staff Development professionals, in-house trainers, private industry consultants, and educational institutions provide the development and delivery of quality training activities to support the department's business needs, vision, and mission. The WSDOT agency consists of women and minorities that have equal rights to training as other employees.

Training contracts offered by Staff Development during the reporting period from October 1, 2010 to September 30, 2011:

<u>Pay Agree</u>	<u>Master #</u>	<u>Payee Name</u>	<u>Start Date</u>	<u>End Date</u>	<u>Auth. Amount</u>	<u>M/WBE DBE</u>
K0003780		Johnson, Ruth I	11/15/09	11/14/11	\$200,000.00	M/WBE

#### **Identify Staff Responsible for Training by Job Title, Ethnicity and Gender**

Cronk, Matt	Staff Dev. Manager	Male/ Caucasian
Freeman-Hayes, Denise	HRC2	Female/ African American
Ganalon, Paul	Asst Regional Human Resources Manager	Male/ Mexican/ Philipino
Koska, Ted (Manager)	Recruitment/ Career Svcs/ Staff Dev Manager	Male/ Caucasian
Lassiter, Queniya	HRC1	Female/ African American
Whitney, Terry	IT Specialist 4	Male/ Caucasian

No complaints were filed during this reporting period.

#### **H. Washington State Ferries**

##### **Limited English Proficiency**

Washington State Ferries (WSF) has not conducted specific activities to provide those with limited English Proficiency (LEP) public access to WSF's ferry service. In recent years, the larger ferry terminal renovation and relocation projects had outreach to LEP communities regarding public

meetings, but the legislature stopped further activity on those projects pending a review of terminal design, cost, alternatives, etc.

During FFY 2011, WSF entered into twelve (12) public works contracts (8 vessel contracts and 4 terminal contracts) that included FHWA and/or FTA funding. During FY 2011, there were four (4) to six (6) interagency agreements between WSF and the Washington State Military Department (WMD) that provided U.S. Department of Homeland Security funding for WSF security infrastructure projects.

Enclosed are the WSF Ridership Reports (vehicles and passengers) for FFY 2011. WSF posts the Ridership Reports on its public website, although the more recent months may not be posted yet.

The advertising and selection process for WSF consultant agreements is based on WSDOT's Consultant Services Manual, M27-50. Disadvantaged Business Enterprise (DBE) firms are encouraged to respond, as stated in the advertisement for each federally funded consultant agreement. There are no DBE goals assigned to WSF consultant agreements active in FFY 2011. However, WSDOT's Consultant Services office is working with WSDOT's Office of Equal Opportunity (OEO) to implement a DBE goal review process for future consultant agreements.

WSF awarded eight (8) federally funded vessel repair contracts in FFY 2011, with a total value of \$12,425,946. WSF awarded four (4) federally funded terminal repair contracts in FFY 2011, with a total value of \$2,328,618. The aggregate value was \$14,754,564.

All but two (2) of the referenced contracts are still open and thus the end-of-contract subcontractor reports are not entered into the WSDOT database. Of the two closed contracts, only one (M.V. Chelan Dockside Preservation Contract No. 00-8061) includes an \$180,000 payment to a DBE subcontractor.

WSF will work with OEO on outreach efforts to increase DBE participation, including but not limited to WSF's continued participation at the annual Regional Contracting Forum held in downtown Seattle. The Forum exhibitors included a number of state and local agencies, port districts, etc. The goal is to provide government networking opportunities for small businesses. WSF will continue to encourage women and minority owned firms that do business with WSF to apply for DBE certification.

No Title VI Complaints were filed.

Additional Information:

WSF's website provides specialized contact information for persons with disabilities and vision or hearing impairments. This month, WSF is completing a six month pilot project to assess a Visual Paging System that converts aural messages (PA system) to text messages (digital monitors) on-board the ferries and at ferry terminals.

\*\*\*see Attachment D

## **I. Public Transportation**

### **Limited English Proficiency**

Each sub-recipient is to complete a Title VI plan that identifies what steps they will take to accommodate limited English proficient individuals that would like to access their services. WSDOT is currently implementing plans to do our own ongoing outreach to Title VI populations.

We are unaware of these costs as our sub-recipients do not outline the costs of these services within their invoices. WSDOT is currently implementing plans to do our own ongoing outreach to Title VI populations. WSDOT is looking into the costs of translation for upcoming outreach activities

Our sub-recipients do translate vital documents based on a population that is 5% or 1,000, depending upon which is lesser. A rough estimate of those sub-recipients with translated documents is 5%. This is due to the fact that the Public Transportation Division's FTA funds are for rural and small urban areas within Washington State. While giving notice that translation services are available, the Public Transportation Division has not translated any documents.

We are unaware of the number of languages that the documents have been translated into. While giving notice that translation services are available, the Public Transportation Division has not translated any documents.

Though some of our sub-recipients use this service, we are unaware of the costs as they do not outline these costs on their invoice requests. While giving notice that translation services are available, we have never had to provide translation services.

- There were six contracts and/or local agency agreements involving federal funds.
- Almost exclusively the Public Transportation Division (PTD) is a pass-thru agency that provides grants to sub-recipients. Sub-recipients are required to report good faith efforts and also advertise to and use DBE's when appropriate and prudent. Advertising includes notices in public newspapers, websites, direct marketing based on the OMWBE website, etc. Sub-recipients are checked on during on-site reviews and the sub-recipients are required to report to the PTD quarterly on their efforts and spending. There were no goals set on contracts. In the rare case where WSDOT has contracted for service the prescribed WSDOT process was followed.

There was \$1,043,533.24 (intercity bus service) of contract work. No pass thru grants are included in this total. \$0 went to DBE firms as primes or sub-contractors since they were not awarded the bids to provide the service and the firms awarded to provide the service did not contract out the service.



- PTD continues to work with sub-recipients to raise their awareness of DBE's and the required DBE reporting and OMWBE website. PTD will continue to monitor sub-recipient efforts in their revised DBE reporting. PTD continues to search for opportunities for DBE participation in our contracting. Sub-recipients are informed of DBE considerations during third party procurement.
- As a part of the required sub-recipient training, Title VI is discussed and training provided. Additionally PTD staff provides on-site support regarding Title VI during on-site reviews.

#### **J. Highways & Local Programs**

- H&LP conducts annual Project Management Reviews and based on these reviews, no findings were found.
- No changes have been made to the Local Agency Guidelines (LAG) manual this year.

#### **K. Toll Division**

##### **Limited English Proficiency**

The following is a summary of activities that were conducted to provide those with limited English proficiency public access to our program services:

**Advertising:** In spring and early summer 2011, WSDOT's Toll Division placed ads in ethnic media publications and news organizations to promote the *Good To Go!* Pass. Ads were placed in a variety of ethnic media publications and broadcast outlets in May, June and July 2011. A summary of the placements and the audiences that they targeted is as follows:

##### **Target: Spanish Population**

- **El Mundo** (circulation 18,416). One print ad ran during the following weeks: May 26, June 9, June 23, July 7, and July 21.
- **KUNS (Univision)**. Television spots touting *Good To Go!* Pass ran on the following weeks: week of May 23 (38 spots), week of May 30 (38 spots), week of June 6 (40 spots), week of June 12 (43 spots).

##### **Target: Russian Population**

- **Russian World** (circulation 10,000). One print ad ran during the following weeks: June 6, June 20, July 4, and July 18.

##### **Target: Korean Population**

- **The Korea Times** (circulation 7,000 Tues-Thur, 10,000 on Saturday). One print ad ran during the following weeks: June 4, June 18, July 2, July 16, and July 30.
- **Media Hankook** (circulation 10,000). One print ad ran during the following weeks: June 3, June 17, July 1, July 15, and July 29.

- **Korea Daily** (circulation 8,000). One print ad ran during the following weeks: June 10, June 24, July 8, and July 22.

#### **Target: Chinese Population**

- **Seattle Chinese Journal** (circulation 15,000). One print ad ran during the following weeks: June 3, June 17, July 1, July 15, and July 29.
- **Chinese Seattle Times** (circulation 10,000). One print ad ran during the following weeks: June 2, June 16, June 30, July 14, and July 28.
- **Seattle Chinese Post** (circulation 10,000). One print ad ran during the following weeks: May 26, June 11, June 25, July 9, and July 23.
- **AAT Television (DTV; Comcast)**. Television spots touting *Good To Go!* Pass ran on the following weeks: week of May 23 (27 spots), week of May 30 (27 spots), week of June 6 (27 spots), week of June 12 (27 spots).

#### **Target: Japanese Population**

- **The North American Post** (circulation 6,000). One print ad ran during the following weeks: June 8, June 15, June 22, July 6, and July 20.

#### **Target: Vietnamese Population**

- **Seattle Viet Times** (circulation 19,000). One print ad ran during the following weeks: June 17, July 1, July 15, and July 29.
- **Phuong Dong Times** (circulation 18,000). One print ad ran during the following weeks: May 27, June 10, June 24, July 8, and July 22.
- **NW Vietnamese News** (circulation 6,000). One print ad ran during the following weeks: June 7, June 14, June 28, July 12, and July 26.

#### **Target: Filipino Population**

- **Filipino American Herald** (circulation 7,000). One print ad ran during the months of June and July.
- **Pinoy Reporter** (circulation 12,000). One print ad ran during the months of June and July.

**Outreach:** As part of our public outreach efforts for SR 520 tolling we developed basic information about all electronic tolling to limited English speaking audiences. This included translating program information, working with local ethnic media, and distributing information at community events. A summary of our outreach to limited English speaking audiences during this period is as follows:

- We made available informational materials in six languages –Vietnamese, Chinese, Japanese, Korean, Spanish and Russian. The multi-language materials

are prominently displayed on the home page at [www.GoodToGo520.org](http://www.GoodToGo520.org) in the left-hand navigation bar.

- We distributed information through our e-mail distribution list that includes over 200 minority organizations. We have continued to develop our database, and now have a total of 225 organizations.
- On May 17, 2011 we partnered with Sea Beez and Washington Hispanic Media Association to host an ethnic media briefing. Each of the 18 attendees was given a packet of information about tolling, including translated materials.
- We attended community events to distribute information aimed at reaching diverse populations including the Chinatown & International District Festival and the Central Area Community Festival.
- We intentionally directed that our television advertisements and videos include a diversity of ethnicities. Our television ads include a Hispanic businesswoman, an Asian family, and an African soccer player.

**Social Media:** Outreach and public relations for SR 520 tolling includes a strong social media presence. We informed and educated the public about *Good To Go!* and tolling via Twitter, Facebook, Flickr and YouTube. During this period we used social media outlets to make information available to ethnic audiences by doing the following:

- We've shared information with local ethnic communities that are followers of local ethnic organizations that have social media platforms.
- We identified organizations from our database with a social media presence, and connected with them via Twitter, Facebook, and other social media outlets.
- Posted translated versions of *Good To Go!* print and radio advertisements on the website.

**Marketing Research:** To better target our marketing and education campaign for SR 520 tolling we conducted research during this reporting period. Information was used inform the campaign about attitudes about tolling, knowledge levels about tolling and what people plan to do once tolling starts. The following is a summary of this activity:

- Two surveys of SR 520 bridge users were given during this reporting period to a combined total of 1600 people
- Spanish was identified as the most widely used non English language in the area. We made available the survey questions in Spanish.
- First survey (conducted in September 2010) looked at how frequent people used SR 520. The second survey (conducted in April 2011) looked at infrequent users that used the bridge once a month.
- The survey was given by phone by a person each time.
- Survey subjects were offered the option to have the survey conducted in Spanish. six survey subjects opted to receive the survey in Spanish
- Research was done of general population demographics within key zip codes in King County.

## **Department Title VI activity reports**

The following is a summary of Title VI related activities conducted by departments within the Toll Division to ensure access to our program services:

### **Operations**

- The following is a summary of outreach events, meetings conducted to engage internal and external program participants with tolling activities: During this period operations staff coordinated with local jurisdictions to monitor key diversion routes on highway and city streets to ensure continued mobility as tolling begins on SR 520.
- This included working with a corridor monitoring group that includes local city representatives from within the SR 520 and SR 522 corridor. The corridor monitoring group includes the cities of Bellevue, Bothell, Clyde Hill, Hunts Point, Kenmore, Kirkland, Lake Forest Park, Medina, Redmond, Renton, Seattle, Woodinville and Yarrow Point, King County Metro, and King County.
- These meetings were held to plan the effort to collect data both before and after tolling begins on SR 520. The effort is designed to help WSDOT and local agencies obtain an accurate picture of any traffic diversion due to tolling on SR 520 and determine the effects on alternate roadways of that diversion.
- Meetings are held with contractors, subcontractors and consultants weekly. Meetings with WSDOT's general tolling contractor and other consultants or contractors are held as required to manage contracts.
- We met with King County Metro representatives that provide discounted transit services to disadvantaged and disabled customers. We discussed the availability of discounted tolls to this group.

### **Finance**

- During this period financial group staff met with consultants working within the Toll Division (Jacobs, Atkins, IBI, and ETCC).
- Staff connected with various partners to conduct our work (Parsons Brinckerhoff consulting, WSDOT AFS/HQ Accounting, Washington Office of the State Treasurer, WSDOT Project Offices, WSDOT Maintenance, and Federal Highway Administration).
- In this role they work one-on-one with employees of these groups and in larger scale meetings, but do not connect any official "outreach."

### **Construction**

- The Development team has multiple daily meetings with other WSDOT groups, local agencies, federal agencies, contractors and consultants. No meetings have been held specifically with MWDBE groups or community or neighborhood groups.
- One bid announcement and Request for Qualifications for the Washington State Roadway Toll systems was issued on July 25, 2011. Both contained Title VI language.
- The Request for Qualifications was advertised by the Administrative Services and IT Contracts group on their webpage and using WEBS, per standard practice. This would have included notification to disadvantaged business enterprises of the contracting opportunity.
- We monitored the contractor's MW – Disadvantaged Business Enterprises utilization for the active traffic management design build project submittals on a monthly basis.
- Each month the contractor submitted information that reflected their Disadvantaged Business Enterprises progress. This report included Disadvantaged Business Enterprises participants, their certification number, who they subcontracted under, the amount of the request to sublet, percentage of prime contract, the amount the disadvantage business enterprise was paid to date and the disadvantaged business enterprise percentage paid to date.
- We performed quality verification of the amounts each month and completed an audit on the contractor's progress. The information provided on the reports and the audit showed a positive progression toward the contractor's stated goal.
- The design builder also submitted quarterly reports of amounts credited as disadvantaged business enterprise participation and annual report of amounts paid as MBE/WBE participants. The information on these reports reflected the positive progression of the design builder meeting their stated goal of 4 percent.

## **Communications**

- Our outreach campaign includes working directly with employers, business networks, community organizations, sports teams, performing arts venues, and government officials. Tapping into these existing networks has helped to reach a wide-range of SR 520 Bridge users.

- We held two trainings for social service agencies January 2011 to provide them with information and tools to share with their communities. Over 70 people attended the trainings. Each participant was given a “tool kit” of materials to help them educate their organizations and clients about tolling. The tool kit of materials is available online at [www.GoodToGo520.org](http://www.GoodToGo520.org).
- We also conducted presentations with groups such as DSHS regional administrators, the Seattle Department of Neighborhoods, and the King County Mobility Coalition.
- We selected retail partners with stores in neighborhoods throughout the Puget Sound to ensure the *Good To Go!* Passes are easily accessible. In selecting our retailer, we particularly focused on meeting the needs of cash-paying customers who do not have bank accounts, by mapping their store locations in lower-income neighborhoods. We are currently expanding our retail partners so that customers have more access to purchasing a pass at a location in their neighborhood.
- We scheduled our mobile customer service centers in neighborhoods and at events reaching a broad and diverse audience, including Hispanic Seafair in July 2011 which reaches between 5,000 and 10,000 attendees annually.

#### **L. Real Estate Services Office**

##### **Limited English Proficiency**

Real Estate Services - Translators were hired to interpret (see below) and brochures/letters were issued in Spanish from WSDOT’s pre-translated forms on the SR 9 Project in the Northwest (NW) Region. Project Engineers in the South Central Region hired a Spanish interpreter for their public meetings and access hearings. The Access Hearing Scripts notes the HQ OEO Title VI Coordinator and includes an affidavit of publication for the Newspaper.

Real Estate Services - NW Region spent about \$350 on translators to interpret at several meetings involving Relocation. Approximately the same amount (\$350) was spent for Acquisition meetings with owners and for 2 public Open House meetings. Our Real Estate Services brochures are available in Spanish on our RES website. Total estimated expenses for this reporting period are \$700.

Real Estate Services – we did not utilize an in-house translation services during this reporting period.

Real Estate Services - WSDOT maintains an English and Spanish version of the “Transportation Property Needs and You” brochures on its web site. The printed version is in English. North Central Region (NCR) had the updates to the two relocation booklets (residential and business) translated into Spanish.

All acquisition documents are in English, except for the above noted brochures. Relocation brochures are currently available in Spanish and our required notices are also available in Spanish.

Real Estate Services – not provided during this reporting period.

- A total of 41 agreements were utilized with fee appraisers in HQ and 1 fee appraiser and 1 specialist was utilized in South Central Region. North Central Region utilized 1 fee appraiser on 2 separate projects. Southwest Region has used approximately 10 fee appraisal firms.
- **How many were minority and women?** HQ extensively utilized three women appraisers during this reporting cycle. Unfortunately for the purposes of this type of tracking all have declined to formally qualify themselves as WMBE Enterprises.
- South Central Region utilized a Geological Specialist who is registered as a WA State Women Business Enterprise.
- Southwest Region - one appraiser contracted was a woman. Two appraisal firms have women as partners in the firm.
- HQ Acquisition and Title Section conducted compliance on a random sampling (minimum 25%) of files during this period. The diaries did not reflect any disparity in the conduct of negotiations between minorities and non-minorities.
- WSDOT relocated a total of 160 residential and non-residential occupants during the reporting period.
  - i. *Minority relocations?* 10
  - ii. *Female relocations?* 26
  - iii. *Elderly less than 5* – RES does not specifically track this statistic
  - iv. *Handicap?* Less than 5 – RES does not specifically track this statistic
- Appraisal RFP states that the “Department strongly encourages proposals from Women’s Businesses and Minority Enterprises”. The appraisal field appears predominately men. SWR identified one woman to complete project appraisals. She has performed admirably – SWR plans to use the woman contractor in the future.
- The Real Estate Services office appointed a Title VI Liaison to be the single point of contact for Title VI issues for the HQ RES office. We reviewed all printed materials to make sure all appropriate Title VI language appears in the appropriate areas of our RES documents. Relocation Agents are required to complete an occupancy survey of each displaced person which includes questions relative to the Title VI program.

#### **M. Environmental**

- No pre-draft EIS’ were reviewed between October 1, 2010 and September 30, 2011. The Environmental Services Office (ESO) maintains data concerning how the agency’s NEPA documents describe efforts to include minority and low income populations in project planning. These efforts are led by Regional Project

Teams, but reviewed and supported centrally through ESO. As a standard practice, projects with more complicated Environmental Justice issues are routinely coordinated with WA Division-FHWA. Standard outreach procedures include identifying populations with Limited English Proficiency, and determining how best to engage those populations in the transportation decision making process. Two EAs were finalized during this period; SR 410 Nile Valley Slide Emergency Repair and US 101 – Kitchen to Shore Dick Road. No EJ issues were identified for these documents. Other documents were handled out of the Mega Projects Office, and are reported separately.

- Environmental Services maintains guidance on how to identify and contact appropriate community members and community representatives, and works with project offices as questions or issues arise. This work is completed by project offices, in coordination with each region or mode's communication, design, planning, and environmental offices.
- Environmental Services contracted with NHI to provide Fundamentals of Title VI/Environmental Justice training in late September 2010.
- Environmental Services worked with FHWA and OEO to update and improve guidance it provides to project teams. Changes were made to Environmental Services' web pages and to the Environmental Procedures Manual. The Social and Economic Analysis Chapter, and the EJ and LEP web pages were simplified. Procedures were created on how to complete project-related Title VI required activities and links to resources were updated. FHWA has given its final review and these changes will go live in June 2012.

## **VI. 2012 Goals/Planned Activities**

### **Office of Equal Opportunity**

- We will be partnering with Snohomish County and FHWA to host a county-wide Title VI training for county staff, contractors, and consultants. Clark and Lewis County have also asked for a similar presentation
- We will continue to host quarterly meetings for our internal Title VI Liaisons. These meetings will provide an opportunity for training and information sharing.
- We will continue to host quarterly meetings for our local agency Title VI Coordinators. These meetings will provide an opportunity for training, information sharing, and networking.
- Title VI staff will be conducting Compliance Reviews.
- We will be instituting a quarterly External Civil Rights newsletter.
- Title VI staff will continue to provide training to local agencies and internal Title VI Liaisons.
- Full implementation of the LEP Implementation Plan.
- Collaborating with H&LP to use their Technology Transfer Center to market training to our customers.



- We will be updating the Title VI Plan.

### **Research & Library Services**

- ORLS will ensure the Title VI language is included in all research contracts and agreements entered into.
- ORLS will have office representation at all Title VI training provided by OEO.
- Title VI training information will be shared with all ORLS staff after representatives attend the training.

### **Highways & Local Programs**

- We will be collaborating with OEO to provide additional training to the local agencies.

### **Real Estate Services Office**

- Provide interpreters for non-English speaking minority displaced persons and have documents translated by professional translation companies for displaced persons as needed.
- Provide ADA items to displaced elderly/disabled persons who demonstrate a need for assistance, i.e. ramps, bars, etc.
- Allow displaced elderly persons to apply replacement housing payments to assisted living situations.
- Provide relocation assistance to the children of persons not lawfully present in the US if it creates a demonstrable health and safety issue for the children.
- Work with local housing authorities to provide replacement government housing as well as working with individuals to get them into a government housing program as the need arises for displaced persons.
- Title VI information is provided in relocation assistance brochures and acquisition brochures. They have been developed for Local Agencies in a generic format and all contain Title VI language.
- Meet Title VI contracting requirements.
- Civil Rights information is provided in our Right of Way Manual (operating procedures) and provides information on where to file a complaint.

### **Purchasing & Materials Management**

- We are committed to continue our extensive outreach activities within communities across the state. PMMO organizes and leads the Supplier Diversity Best Practices Summit held each quarter. This group is comprised of public and private entities, major Puget Sound companies to include Boeing, Starbucks, Office Depot, Grainger, University of Washington Foster School of Business, Tacoma City College, REI, Alaska Airlines, and Puget Sound Energy.

### **Washington State Ferries (WSF)**

- WSF will work with OEO on outreach efforts to increase DBE participation, including but not limited to WSF's continued participation at the annual Regional Contracting Forum held in downtown Seattle. The Forum exhibitors included a number of state and local agencies, port districts, etc. The goal is to provide government networking opportunities for small businesses. WSF will continue to encourage women and minority owned firms that do business with WSF to apply for DBE certification.